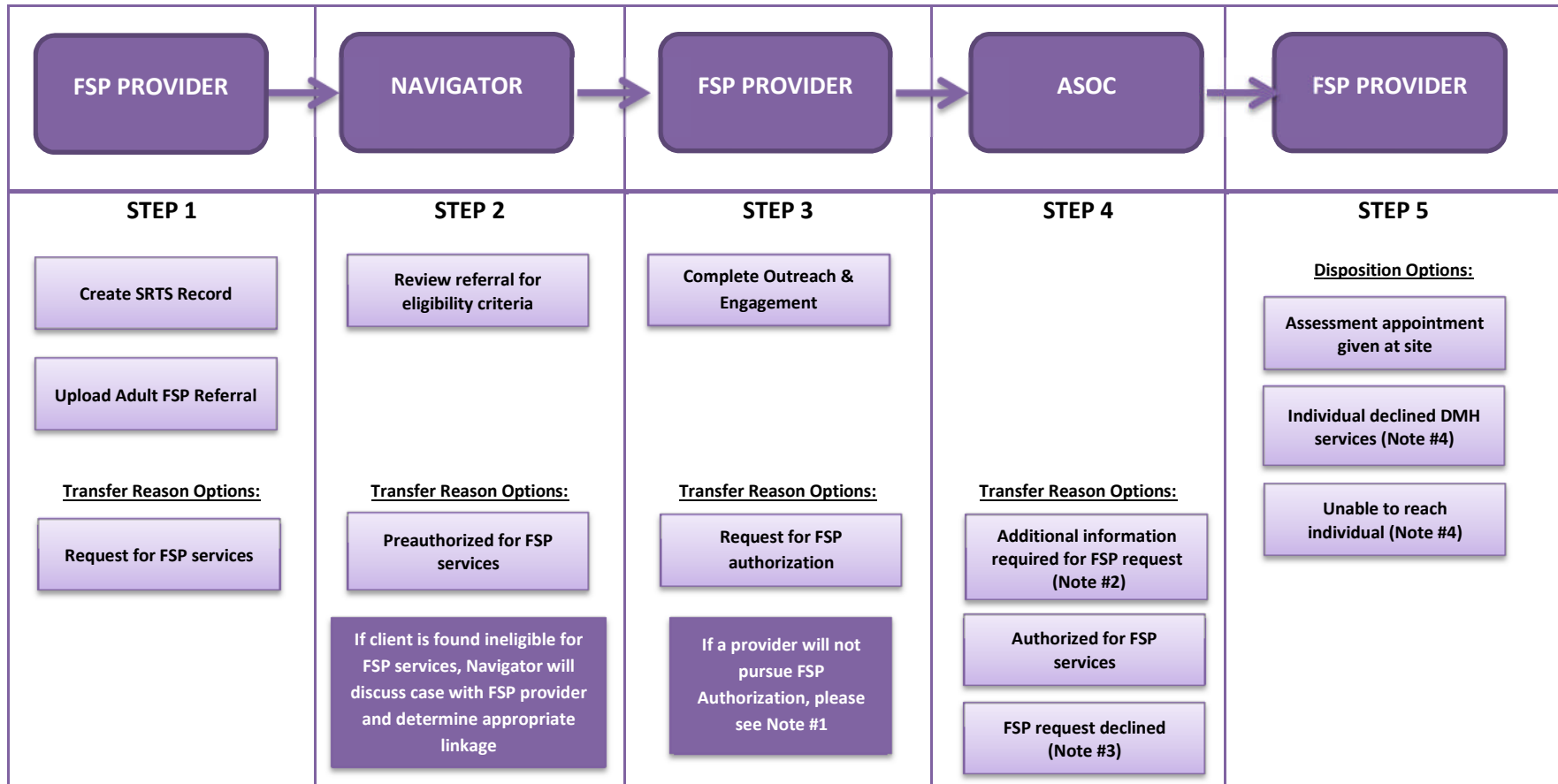**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH**
SERVICE REQUEST TRACKING SYSTEM (SRTS)
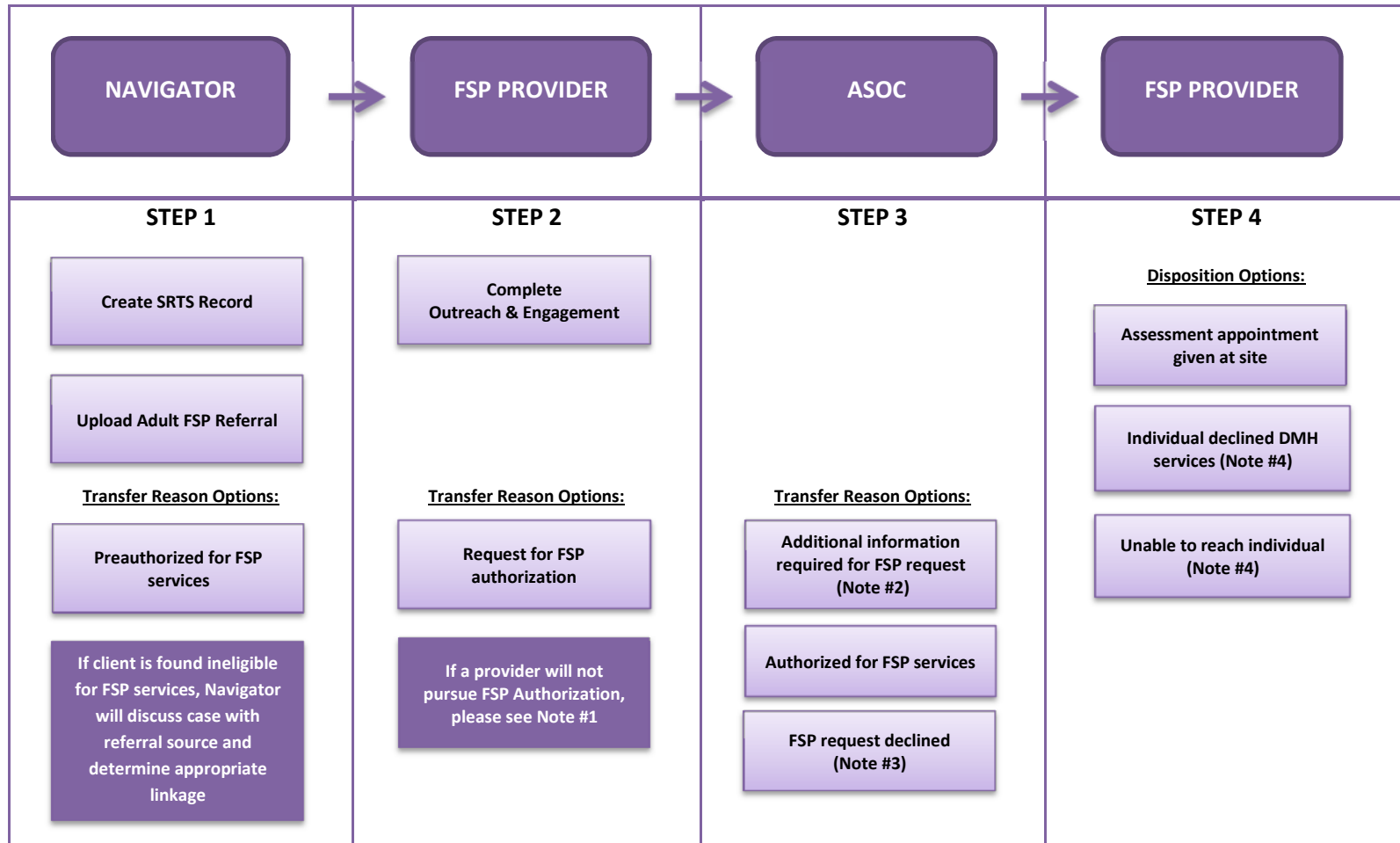
ADULT SYSTEMS OF CARE (ASOC) FULL SERVICE PARTNERSHIP (FSP) SRTS WORKFLOW
AUTHORIZATION – REFERRAL BEGINNING WITH FSP PROVIDER

FSP PROVIDER	→	NAVIGATOR	→	FSP PROVIDER	→	ASOC	→	FSP PROVIDER

STEP 1	STEP 2	STEP 3	STEP 4	STEP 5
Create SRTS Record	Review referral for eligibility criteria	Complete Outreach & Engagement		**Disposition Options:**
Upload Adult FSP Referral				Assessment appointment given at site
				Individual declined DMH services (Note #4)
Transfer Reason Options:	**Transfer Reason Options:**	**Transfer Reason Options:**	**Transfer Reason Options:**	Unable to reach individual (Note #4)
Request for FSP services	Preauthorized for FSP services	Request for FSP authorization	Additional information required for FSP request (Note #2)	
	If client is found ineligible for FSP services, Navigator will discuss case with FSP provider and determine appropriate linkage	If a provider will not pursue FSP Authorization, please see Note #1	Authorized for FSP services	
			FSP request declined (Note #3)	

Note #1: Providers not pursuing FSP authorization must discuss the case with the Navigator to determine whether a disposition should be entered (i.e. close the record) or transfer the record back to the Navigator or another agency to ensure linkage.

Note #2: If the Navigator or ASOC needs additional information to determine approval for FSP, they can transfer the record back to the FSP provider with the transfer reason of "Additional information required for FSP request".

Note #3: If a request for authorization is declined, ASOC will transfer the record back to the Navigator. Navigator will discuss linkage with FSP Provider.

Note #4: If the FSP Provider selects anything other than "Assessment appointment given at site" as a disposition, they must notify the Navigator and consider Inactive Status.

COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
SERVICE REQUEST TRACKING SYSTEM (SRTS)

ADULT SYSTEMS OF CARE (ASOC) FULL SERVICE PARTNERSHIP (FSP) SRTS WORKFLOW
AUTHORIZATION – REFERRAL BEGINNING WITH NAVIGATOR

NAVIGATOR	→	FSP PROVIDER	→	ASOC	→	FSP PROVIDER

STEP 1	STEP 2	STEP 3	STEP 4
			Disposition Options:
Create SRTS Record	Complete Outreach & Engagement		Assessment appointment given at site
Upload Adult FSP Referral			Individual declined DMH services (Note #4)
Transfer Reason Options:	**Transfer Reason Options:**	**Transfer Reason Options:**	Unable to reach individual (Note #4)
Preauthorized for FSP services	Request for FSP authorization	Additional information required for FSP request (Note #2)	
If client is found ineligible for FSP services, Navigator will discuss case with referral source and determine appropriate linkage	If a provider will not pursue FSP Authorization, please see Note #1	Authorized for FSP services	
		FSP request declined (Note #3)	

Note #1: Providers not pursuing FSP authorization must discuss the case with the Navigator to determine whether a disposition should be entered (i.e. close the record) or transfer the record back to the Navigator or another agency to ensure linkage.

Note #2: If the Navigator or ASOC needs additional information to determine approval for FSP, they can transfer the record back to the FSP provider with the transfer reason of "Additional information required for FSP request".

Note #3: If a request for authorization is declined, ASOC will transfer the record back to the Navigator. Navigator will discuss linkage with FSP Provider.

Note #4: If the FSP Provider selects anything other than "Assessment appointment given at site" as a disposition, they must notify the Navigator and consider Inactive Status.

Revised 6/3/15